

PASSION

TO

purpose

STRONG CONNECTIONS,  
STRONG CHILDREN,  
STRONG FAMILIES.



FAMILY RESOURCES

Social Services · Advocacy · Family Restoration · Education

[www.famres.org](http://www.famres.org)

2019 ANNUAL REPORT

## MISSION

Family Resources strengthens children, families and individuals by providing quality services that engage community resources to create effective solutions.

## OUR VISION

A caring community of healthy families.

## OUR VALUES

Safety, Service, Teamwork, and Resourcefulness

## OUR SERVICES

### MENTAL HEALTH CARE SERVICES

- Adolescent Sexual Abuse Treatment Program
- Counseling and Therapy Services
- Behavioral Health Intervention Services
- Integrated Health Home
- Holistic Care Coordination

### ADVOCACY

- Volunteer Program
- Survivor Services

### EDUCATION

- Eastern Iowa - Western Illinois Trauma Informed Care Consortium

### FAMILY RESTORATION

- Foster Care Licensing & Support
- Iowa Aftercare Services Network
- In-Home Counseling Services

### SURVIVOR SERVICES

- Comprehensive Sex and Labor Trafficking
- Survivors of Homicide and Other Violent Crimes
- Comprehensive Domestic Violence Services
- Sheltering and Housing Services
- Comprehensive Sexual Assault Services
- Engaging Males Mentoring

### FOSTER GROUP CARE

- 24-hour care for children ages 12-18
- Bridge House (girls unit)
- Leslie (boys unit)
- Summit (boys unit)

### CHILD WELFARE EMERGENCY SERVICES

- Emergency Youth Shelter
- Diversion Services



## BOARD OF DIRECTORS

Rob Woodall, Chair	Jeff Bach
Cristy Tackett- Hunt, Vice Chair	Juliet Christenson
Dr. Don Doucette, Past Chair	Katie Pearson
Aleeza Singh	LuAnn Haydon
Dennis Conard	Mike Weipert
	Padmaja Pillutla
	Pamela Askew

## LEADERSHIP TEAM

Nicole Cisne Durbin,  
President/CEO

Erin Van Hook, Chief Financial Officer

Sabrina Earl, Director of Foster and  
Adoptive Family Connections

Susan Earp, Director of  
Mental Health Services

Emily Gordon, Director of  
Survivor Services Illinois

Stephanie Hernandez, Director of Child  
Welfare & Juvenile Justice Programs

Nisha Ladlee, Director of Development

Joan McGovern, Director of  
Comprehensive Care Coordination

Ashley Odom, Director of  
Survivor Services Iowa

Sara Riggs, Director of Program  
Effectiveness and Quality

Anthony Quijas, Facilities Manager



As we reflect on this past year, our 170th year, we look back with great pride - and we look forward with even greater enthusiasm. It is our distinct privilege to lead this incredible organization into the next chapter of our history of serving children and families. This year also marked a pivot in our strategic direction. After five years of productive collaboration, we decided to end our formal affiliation with Four Oaks. We are grateful for their alliance during a tumultuous time when both of our agencies needed shelter to weather the storm of funding instability.

*"Alone we can do so little, Together we can do so much." - Helen Keller*

This simple, yet extremely powerful, statement is a guiding philosophy for us at Family Resources. It's our true belief in the power of partnerships that has helped us adapt, grow and sustain as an organization since 1849. Now, as we look forward, the horizon is bright with opportunities for new and enhanced partnerships that will strengthen our mission and support our work on behalf of children and families throughout the communities we serve.

We know that we cannot do this work alone. The challenges our clients face are far too great for any one organization to tackle on their own. We are stronger when we connect **passion to purpose** and engage with partners that help us as an agency continue to develop, evolve and grow. You'll hear us using that phrase "**passion to purpose**" a lot this year. It's an appreciation for the staff, board members, volunteers, donors, community organizations and other stakeholders that have a true passion for helping others and put that passion to work in their own special way; helping us to have a greater impact for those that need us - an impact you'll see reflected in the following pages of this report.

Family Resources has been here - serving children and families for 170 years - because of great partners like you. This Annual Report honors you and your intention to put **passion to purpose**. With your support, we'll continue to be a safe place for those in need for another 170 years.

With sincere gratitude,

Nicole Cisne Durbin, President

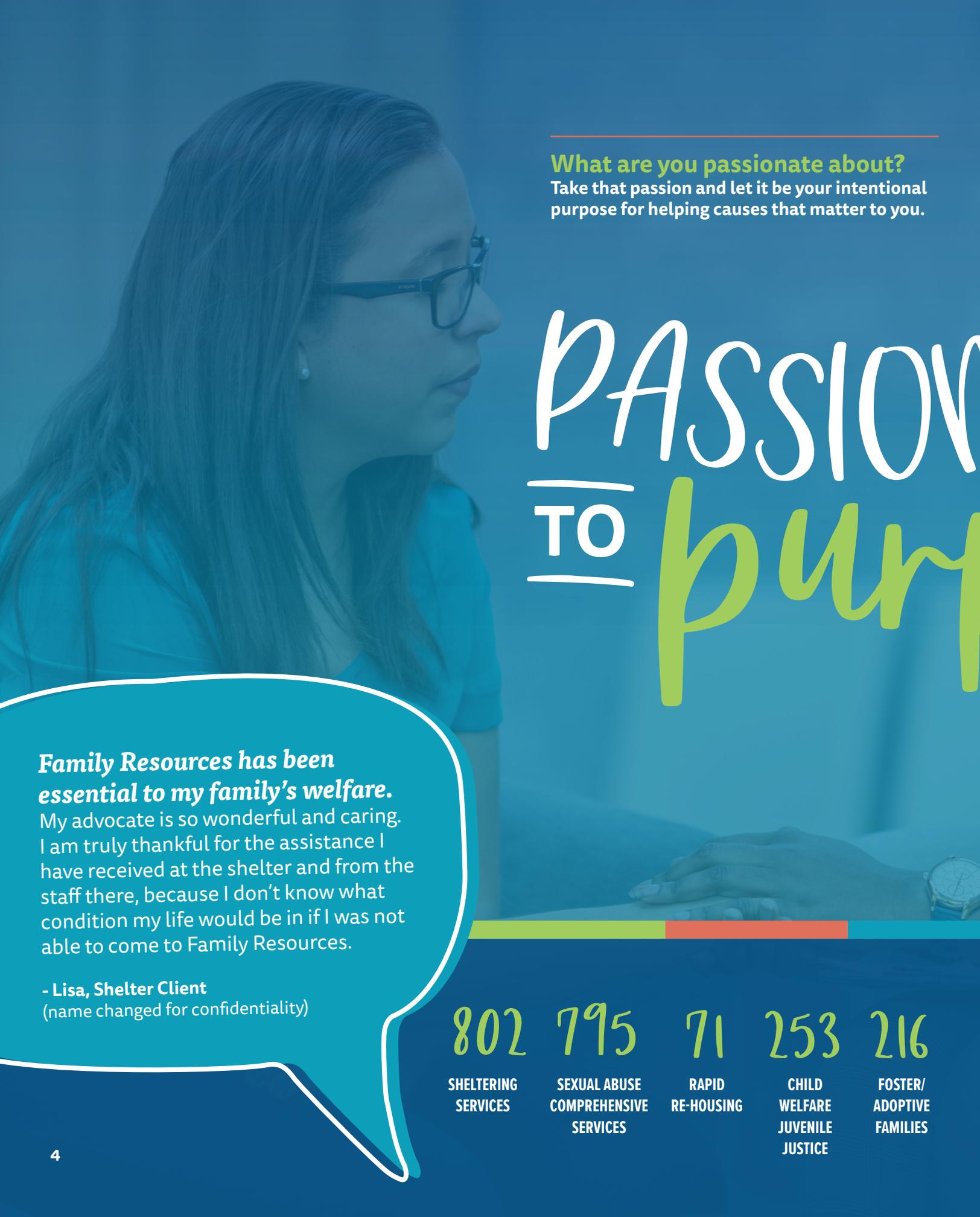
Rob Woodall, Board Chair



Nicole Cisne Durbin,  
President/CEO



Rob Woodall  
Chair, Board of Directors



**What are you passionate about?**

Take that passion and let it be your intentional purpose for helping causes that matter to you.

PASSION  
TO *purpose*

***Family Resources has been essential to my family's welfare.***

My advocate is so wonderful and caring. I am truly thankful for the assistance I have received at the shelter and from the staff there, because I don't know what condition my life would be in if I was not able to come to Family Resources.

- Lisa, Shelter Client  
(name changed for confidentiality)

802

SHELTERING SERVICES

795

SEXUAL ABUSE COMPREHENSIVE SERVICES

71

RAPID RE-HOUSING

253

CHILD WELFARE JUVENILE JUSTICE

216

FOSTER/ ADOPTIVE FAMILIES



base

**Family Resources is more than just a job to me...it's become my purpose in life to use the pain I have been through to help others.**

I am there for survivors in their worst moments, and I am able to support, encourage and empower them to become the survivors that they are meant to be.

**- Gretchen, Advocate**



"My mission in life is to connect myself with any opportunity that would allow me to advocate for women, children and cancer survivors. Once I was introduced to Family Resources, I knew I had to be a part of their energy, passion and dedication to the youth in our community that need our services. I learned at a very early age that we always need to give of ourselves where our knowledge and skills find a place where we can make a difference. I hope I am fulfilling that commitment."

**- LuAnn Haydon, Board Member**

458

INTEGRATED  
HEALTH HOME

1,360

COUNSELING AND  
THERAPY SERVICES

3,286

24 HOUR CRISIS  
LINE CALLS

381

SURVIVORS OF  
HOMICIDE AND OTHER  
VIOLENT CRIMES

1,696

DOMESTIC ABUSE  
COMPREHENSIVE  
SERVICES

58

PARTICIPATED IN  
ENGAGING MALES  
MENTORING  
PROGRAM

132

BRAKING  
TRAFFIK

# 75,106

## TOTAL OUTREACH PARTICIPANTS/ATTENDEES

I felt immediately connected to Family Resources' mission-driven passion for serving children and families, which is so closely aligned to the mission of community colleges – to which I have devoted a 42-year career.

***Family Resources changes, and often, saves lives. It helps build a better community, and makes sure no one in need is left behind. I am proud to have had the opportunity to help Family Resources live out its crucial mission."***

- Dr. Don Doucette, Board Member 2012-2019



# 4,893

TRAININGS, PRESENTATIONS AND ATTENDEES (OUTREACH ACTIVITIES)

### MEMBER OF

Alliance for Strong Families and Communities  
Coalition for Children and Family Services in Iowa  
Illinois and Iowa Coalitions Against Domestic Violence  
Illinois and Iowa Coalitions Against Sexual Assault  
United Way of the Quad City Area  
United Way of Muscatine

United Way of Clinton County, Iowa  
Quad Cities Chamber of Commerce  
Clinton Chamber of Commerce  
Greater Quad Cities Hispanic Chamber of Commerce  
Dewitt Chamber and Development Company  
Greater Muscatine Chamber

**ACCREDITED BY** Council on Accreditation of Services for Families and Children

**LICENSED BY** State of Iowa



Family Resources thanks our many donors for their generous contributions over the past year. In Fiscal Year 2019, Family Resources received:

**\$963,489**

in monetary gifts and an additional

**\$268,556**

of in-kind donations.

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## REVENUE

**\$10,096,608\***

Government funding, private donations, grants

## EXPENSES

**\$10,329,552\***

\*Pre-Audited Numbers

As an educator and a mother of two daughters, I am passionate about Empowerment and Economic Independence of women. **Family Resources is committed to combating human trafficking, sexual assault and domestic violence. These are important battles to fight for the overall physical and mental health and betterment of our society.**

It is this belief and my commitment to community development that motivates me to serve on the Board of Directors for Family Resources.

- Padmaja Pillutla, Board Member 2013-2019



## EMPLOYEES

Full time **152** | Part time **29**

## VOLUNTEERS

**599** | **27,305** Hours

**\$431,965** Value of Volunteer Time



## FAMILY RESOURCES

Social Services · Advocacy · Family Restoration · Education

2800 Eastern Avenue  
Davenport, IA 52803

# A CARING community

**Thank you for supporting  
our 2019 events.**

**Wine Tasting at Biaggi's  
Isabel Bloom Signing Event  
Opening Doors Gala  
Fill the Truck  
Rising Up Against Sexual Abuse Luncheon**

